HOT Season for Young People
Policies and Procedures

Reservation Details

Tickets – HOT shows are not public events; no tickets are sold at TPAC’s box offices. All reservations must be made by the school, including students, faculty, bus drivers, and parent chaperones. Groups must purchase a minimum of 10 tickets.

Student Admission – Regular student admission prices for performances are $8.00 each unless otherwise noted. (See also ticket subsidies.)

Adult Admission – All adult reservations (including all teachers, bus drivers, and parent chaperones) must be made by one reservation contact person. One school staff member may attend free of charge for every 10 students. Additional staff members may be added for $8 each.

Schools may choose to add up to 15 parent chaperones to their reservation at $8 a ticket. The reservation contact person for the school is required to supply a list of parent chaperone names prior to the performance date in the event they arrive separately from the school. Parents who contact TPAC directly or are not included on the provided list will not be permitted to purchase tickets or allowed to enter the theater.

It is recommended that all parent chaperones arrive with the school group or before if your school system doesn’t allow parents on the bus. Parent chaperones that arrive after the school group is seated will not be seated with your group.

Availability and Waiting Lists – Performance availability is constantly changing. For updated availability, call the HOT Reservations Line at 615-687-4288. If there is not availability for a requested show, you will be placed on a waiting list and contacted if seats become available.

Accessibility – TPAC can provide special assistance to enter the building, accessible seating, audio description, hearing devices, or sign language interpretation. Please advise us of accommodations that would benefit your students by noting them on your reservation request, or by contacting the HOT Reservations Line at least 14 days in advance of your visit.

Payment Policies

Making Payment – 45 Days prior to the performance opening you must submit the final attendance count and remit payment in full. Reservation numbers and payment amount due will not be changed after this point. Refunds are not issued due to illness, absence, transfer, or dissatisfaction of a performance. Mail checks with a copy of your invoice to TPAC Education, PO Box 190660, Nashville, TN 37219. Credit cards are accepted by phone at 615-687-4288. Do not e-mail credit card information.

Deadlines – The deadline for payment, final attendance count, and cancellation are 45 days prior to the show opening. If the 45-day mark falls on a weekend or school break, the deadline will be moved to the Friday before or the Monday after. Deadlines will be clearly stated on confirmations and invoices sent to schools. Reservation numbers and payment due will not be changed after this deadline.

(45-Day Deadline Example: Rainbow Fish will be at TPAC October 21-25. My school is attending the show on October 24. My deadlines are 45 days prior to the show opening on October 21, which is September 6.)
School approval and transportation – The reservation contact person must submit all school paperwork to obtain approval and transportation in time to meet the 45-day deadline. Final attendance counts are submitted to TPAC by the deadline (45 days prior to the show opening) and cannot be lowered after this time.

Ticket Subsidies – TPAC doesn’t want cost to be a barrier to experience the arts, so please contact us if you have questions about ticket price. Ticket subsidies are available to schools in need of funding assistance when requested in advance. Subsidy requests should include the economically disadvantaged percentage of your school and must be submitted in writing before the final attendance count and payment are submitted (45 days prior to the show opening). For more information on how to qualify for subsidies, contact the HOT Reservations Line at 615-687-4288.

Deadline Extensions – If your school policy does not allow you to submit full payment 45 days in advance, you will still need to submit your final attendance count and a copy of your Purchase Order for the full amount due. Reservation numbers and payment due will not be changed after this point.

Cancellations – All cancellations must be made in writing on or before the 45-day deadline (45 days prior to the performance opening). Failure to cancel by this deadline will result in a 50% cancellation fee.

Reservations which consist of fully subsidized tickets are required to submit a final attendance count and parent chaperone list 45 days prior to the performance opening. Fully subsidized reservations dropping more than 20 tickets or canceling all tickets after the 45-day deadline will result in a $200 ticketing fee.

Last-minute Reservations – Deadlines for reservations made after the 45-day deadline will be determined at the time of reservation confirmation and will be clearly stated on confirmations and invoices sent to schools.

Adding seats to a reservation – If you need to increase the number of seats after the 45-day deadline, please request the additional seats in writing. Seats will be added to the reservation based on availability. Additional seats must be paid for no later than the day of the performance.

Decreasing seats – If you need to decrease the number of seats in your reservation, you must do so BEFORE the deadline date (45 days prior to the performance opening). Attendance counts cannot be lowered after this time. Fully subsidized reservations dropping more than 20 tickets or canceling all tickets after the 45-day deadline will result in a $200 ticketing fee.

Travel Grants – Any school may apply for assistance with their travel costs by filling out our Travel Grant Application. Travel Grants reimburse 50% of your travel costs and will be distributed after required documentation has been submitted to TPAC. Travel Grant forms and receipts are due by the 2nd Friday of May in any given school year.

Day of Show

School Bus Parking – Parking and directional information can be found on TPAC’s website in the “Field Trips to TPAC” section of Education and Community. Bus drivers should follow the direction of the TPAC bus parkers. Do not allow your students to get off the bus until directed to do so by the TPAC bus parkers.

Vehicle Parking – Personal vehicle parking is not provided by TPAC. Cars and vans are not permitted to park around the building. Please plan to park personal vehicles in one of the surrounding parking facilities. A downtown parking guide is available on our website. Availability and rates are not regulated by TPAC and may change. Please arrive early to allow time for parking. Parent chaperones that arrive after the school group is seated will not be seated with your group.

Seating – All seating is pre-arranged by sections. Seating assignments are based on several factors, including
the date full payment is received, special needs, age of students, size of group, and arrival time. You will be seated as a group when everyone in your group has arrived. Parent chaperones that arrive after the school group is seated will not be seated with your group.

Babies and Young Children – HOT performances are intended for school-age children. We discourage bringing children ages 3 and under. We reserve the right to ensure that all patrons have an enjoyable experience. At any time if a child becomes disruptive, be considerate of others and exit the theater promptly.

Behavior Policy – Teachers are expected to inform students of appropriate behavior prior to arrival at TPAC. Theatre etiquette policies can be found on TPAC’s website in the “Field Trips to TPAC” section of Education and Community. If students are disruptive, TPAC staff reserves the right to prevent them from entering the theater or to remove them from the theater. Teachers and chaperones should sit amongst students to monitor behavior during the performance.

TalkBacks – TalkBacks are Q&A sessions between students and performers after HOT shows. Many performances have the listing (including TalkBack) next to the run time. This means the TalkBack takes place within the run time listed and is geared for the full student audience. Participation is already part of attendance. Performances without this listing may have add-on Talkbacks that will extend your trip time by about 30 minutes. To participate in these optional TalkBacks, the reservation contact person must sign up with the HOT office prior to the show day.

Additional Policies

Inclement Weather Policy – In the event of inclement weather, the show will go on - even if only one school is able to attend. If your school is closed, TPAC will attempt to offer available make-up days. If that is not possible, TPAC will offer a refund or apply the funds to another upcoming HOT production. (This applies for any official school closings – flooding, snow, illness, etc.)

Classroom Connections – HOT performances are selected with the classroom curriculum in mind. All HOT performances connect to curriculum standards. Suggested curriculum connections for each show can be found on TPAC’s website in the “Field Trips to TPAC” section of Education and Community.

Recommended Grade Level – TPAC Education carefully considers grade level recommendations to ensure the best experience for everyone. If you would like to reserve seats for a group outside of these recommendations, please call the HOT Reservations Line at 615-687-4288 to discuss the performance content.

Post Show Survey – TPAC staff will email surveys to the reservation contact after your group attends the performance. Two weeks after the show closes, all survey respondents will be entered into a quarterly drawing to win travel reimbursement of up to $500 to towards your school travel costs to TPAC.